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Vol. III

No. 3

THE FAMILY

*I want to know a butcher paints,
A baker rhymes for his pursuit,
Candlestick-maker much acquaints
His soul with song, or, haply mute,
Blows out his brains upon the flute!*

ROBERT BROWNING

MAY
1922

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STATE OF NEW YORK } ss.
COUNTY OF NEW YORK }

Before me, a notary public in and for the State and county aforesaid, personally appeared Margaret E. Rich, who, having been duly sworn according to law, deposes and says that she is the Managing Editor of The Family, and that the following is, to the best of her knowledge and belief, a true statement of the ownership, management, etc., of the aforesaid publication for the date shown in the above caption, required by the Act of August 24, 1912, embodied in section 443, Postal Laws and Regulations, to wit:

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Managing Editor.

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[SEAL.] WINIFRED HATHAWAY,
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SOCIAL WORK WITHIN INDUSTRY

ARTHUR J. TODD

Labor Manager, B. Kuppenheimer & Company, Chicago

GOOD understandings are the oil which keeps the bearings of the social machine running without friction-heat and screeching. Hence it is not a bad idea for social work and industry to get acquainted. Frequently the social worker has conceived industry as a huge, dehumanized machine, or a great beast with a voracious appetite living on the blood and sweat of its exploited victims. Some have felt that the owners, directors or managers of industry are the great common enemy and the chief barrier to the undiscovered country where social justice and real humanity are to rule. On the other hand some employers have suspected the social worker of being sentimental, of being biased and hostile or of wanting to turn the workshop into a social laboratory. They have felt that the social worker somehow or other considers production as a vice or as something to be tolerated at best, but always to be minimized. They have considered that social workers came to their work ill prepared with fundamental facts about the organization and administration of business. Labor unions also have sometimes suspected social workers of "welfareing," although on

the whole there has been considerable fraternizing between organized labor and the modern social worker, particularly on account of the growing place given over to the study of industrial problems in the training of social workers—the result of which is that social workers are supposed as a matter of course to have a sympathetic understanding of the problems of "the many."

Now it is but natural that the social worker, like the university teacher, should be subjected to a cross fire from both sides on such debatable questions as the relationships between employer and employee. This is a very sensitive area and one which requires intelligence, understanding, and tact on the part of the social worker. I do not mean to imply by this that the social worker is to pose as a mediator between capital and labor. At the Milwaukee meeting of the National Conference of Social Work I was asked to discuss the proper attitude of the family relief worker in a strike or lock-out situation. I felt then and I feel now that social workers should not mix lightly in such difficult situations. As citizens they have a right to take sides. As students of social

problems and as exponents of rational social technique they should seek the truth and seek to spread an intelligent understanding of the issue involved in any such dispute. But I am inclined to think that not very many of us have the particular equipment of experience, temperament and judgment to qualify as self-appointed mediators between the disputants in such an industrial crisis. The social worker's best service can be done by way of developing understandings and proper attitudes before such crises arrive and with the avowed purpose of promoting industrial peace. In other words the social worker should, so far as he can, carry on a perpetual disarmament conference in his community, on the principle that real international disarmament can only be achieved through the cultivation of the disarmament temper at home. In short, the social worker who wishes to serve industry must spread a sense of justice and the humane spirit and a grasp of the facts that unemployment, sickness, home worries, shop grievances make of an individual a very unstable member of a workshop as well as of a family.

It is assumed that social workers are idealistic, but are their ideals mere illusions? To put it bluntly, is the social worker who enters industry either in some form of so-called "welfare work" or as an industrial relations expert bound to be disillusioned? Does he find on the one hand that industry is not so monstrous as he thought, or on the other hand does he find it worse than he had dreamed it could be? Does he retain his ideal of the worker as burning with enthusiasm for emancipation from industrial feudalism and for taking over the reins of industry into his own hands, assuming new responsibilities, and developing all those new capacities that lie implicit in the magic phrase "industrial democracy"? Speaking personally, a term of years spent in industrial relations means to a social worker not disillusionment if he thought straight before, but rather an idealism chastened, corrected, and clarified. The application of social idealism and the spirit

of social work to industry is a call to patience and a long range view.

But while the new spirit is slowly leavening industry, there are certain definite places where social technique can be and is applied, for example, in the organization of departments, within the field of industrial relations work in a given business, such as the care of the health of employees—including ordinary medical work and mental hygiene, the developing of visiting nursing, optical work, or dental work.

Opportunities for genuine social case work are not infrequent. Indeed the whole tendency of modern employment management is in the direction of combining social case work with psychological testing. Not many companies have gone the length that the Ford Motor Company has in this regard, but most modern large scale businesses have abandoned the old indiscriminate "once over" methods of hiring and firing. A careful card record is kept of every new employe at the time he is hired. This record includes family status, race, age, dependents and other categories familiar to the case worker. In cases of absence, employment investigators or visitors are detailed to follow up the absentee to discover whether his absence is due to sickness or other causes. These reports are used for the purpose of discipline or relief or medical and nursing care.

In the organization of care of the health of employes a similar use of the case method obtains. Every new employe is examined by the doctor or nurse and a careful record kept of the health and social status of the individual. Additional records are made on the occasion of visits by workers to the dispensary and to the nurse or home visits made by the nurse or doctor. These records are extremely valuable, for example, in case of claims for accident compensation. The clothing industry is not a hazardous industry in any real sense, at least when carried on in such modern plants as those maintained by this company and others in Chicago or Rochester; but accidents sometimes occur on elevators or on sewing ma-

chines, pressing machines, and so on. Some time ago, on the theory that a certain type of pressing machine might contribute to hernia, our doctor made a study of every presser in our factories. His medical histories in this case showed that a number of these men were suffering from hernia as the result of automobile accidents and other accidents wholly outside their occupation. It is quite evident that these contemporary records will be of great service should any fraudulent claim later be made for workmen's compensation by any of these individuals. These medical and nursing records are of value in administering sickness or accident relief to the workers or their families. They are also helpful in assisting juvenile courts, courts of domestic relations, mothers' pension boards, Red Cross Home Service, and other organizations in checking up their investigations and records.

Such records are frequently brought into play in divorce and desertion cases involving our employes, as the employment manager or industrial relations director is sometimes called upon by the courts to testify in such cases. If he has been a social worker he knows the precise things to look for in the handling of such cases.

The same observation applies to such a problem as that of making loans to employes either directly or through such agencies as the Morris Plan Bank. The understanding of case work makes the industrial relations or employment manager cautious and constructive in the company's loan policy.

The understanding of case work as well as of personnel work makes it possible to

render frequent legal aid to employes to steer them clear from the pitfalls of litigation and to counsel them on the use of the regular established legal aid agencies.

Finally, in the handling of discipline, which is one of the functions of industrial relations work, an understanding of case work is invaluable. The labor policy under which we operate offers every employe the opportunity for a hearing by the labor manager before he can be discharged. The shop executives have the right of suspension, but not of discharge. The investigation of the shop and other records of the suspended persons calls into play the same qualities that mark a successful case worker, and I mean by this a constructive imagination and the ability to get down to root causes. At a hearing of a suspension case facts with regard to the person's health, temperament, general character, past performance in his shop, racial and political affiliations and activities, domestic and financial status are all brought out. They are all weighed and given due consideration before arriving at a decision as to whether the individual shall be discharged or reinstated, placed on probation or penalized by a lay-off or otherwise.

To sum up: Business is not philanthropy nor social work as generally understood. But since industry involves delicate human relationships on a huge and complex scale, the experiences derived from other phases of social life should be applicable to it. Moreover, the technique of establishing and maintaining sound, productive human relationships outside of industry cannot fail of good effect within industry itself.



THE RELATION OF A FAMILY SOCIETY TO THE FIELD AS A WHOLE¹

RUTH HILL

Associate Field Director, American Association for Organizing Family Social Work

I WILL ask you for the time being to lay aside the strictly local connections each one of you has with some family welfare agency and face with impartiality the question of how to discover the true value of any such family work to the whole movement, or the relationship of a local society to the family social work idea as such; in other words, to analyze the contributions each family agency has made and is making to advance the cause in the state or nation.

Certain observations of family social workers as a group come to a field worker. A sense of detachment which the field worker at first experiences may become an advantage when she faces the necessity of looking without prejudice at the various organizations in her territory. As I look back over the past two years spent in field visits upon family welfare societies in the middle west, I am impressed with the lack of familiarity of the workers with the history of their communities and of the societies with which they are affiliated. It is amusing to see the efforts to find the one copy of the constitution or early minutes of the board. It suggests the hurried search for the marriage certificate when a family interviewer occasionally requires that bit of evidence! It is no longer amusing, however, when one discovers, as I once did, that all the fine democratic principles of control in the dusty old constitution have been forgotten. But that glimpse into the past life of the society gave promise that there were some understanding leaders to be won back. It was like restoring the society to its former standards of living.

Social workers have been called a modest group. That description is especially true when it comes to their assuming a conscious part in the moulding of the character of a

society. If possible, I would like to bring to your attention the necessity for knowing your society's life history and accepting it as another case, although you are a summer boarder, perhaps, or at best, a visiting relative. This knowledge involves investigation, diagnosis, and treatment, for each society presents faults that need remedying.

Inquiry into past history will require a scientific approach. We must search for the truth in evaluating the work done before we came. We must seek diligently for reliable sources of information. Each citizen may have a rather personal version of what has taken place in his city in explaining the formation of an agency for family case work.

In order to select those processes in organization which are most likely to succeed, this study into beginnings is essential. Field workers must know how to advise, and need to learn the story of how the early steps were taken and whether, through the omission of some of the ground work of preparing the public for family service, a lopsided development has resulted. It makes a great deal of difference whether the society grew out of the distribution of relief after a local flood and the present board still thinks of the work in terms of material relief, or whether the board is composed of a small clique of intellectuals who do not try to interpret their ideas to the community.

One must also learn whether the community which is the family society's setting has had a rounded development in the rest of its social programs. In some cities there is such a poor distribution of effort that one finds a popular board of leaders promoting a program in, let us say, health work while the recreational work has been entirely ignored. I recall one city where the whole impetus for constructive work with families came from the nurses, who felt that their own work was sorely handicapped by the

¹Substance of a paper delivered at the Illinois Public Welfare Conference, December, 1921.

absence of the family program. Once in a while a field worker sees the secretary of a society indulging in a frantic effort to put on all kinds of social work because of the lack of these movements and in her monopoly of the entire field failing to realize the value of team play. The result is that the board of directors and the community at large suffer with acute indigestion from too hearty a diet.

The difficulties in the way of a scientific study of the development of a society are numerous; the most outstanding seem to be wrong attitudes of mind. The first wrong attitude of mind in which to conduct this society study is one of so-called local pride, by which we blind ourselves to the real situation. This is particularly true if the worker is a local woman, proud of the accomplishments of her city and organization, schooling herself to overlook the story of opportunities lost. A second wrong attitude, which comes out of our faith in the case work method, is an obsession that our society is unique in its development and that therefore no comparisons are possible. This is the case work method of individual differentiation carried to the point of the ridiculous. The unwillingness to be measured with other societies makes the development of family social work uneven. One often hears "Well, that may be all very well for X, but we have never had anything like that here. We don't like annual meetings so I guess there's no use hearing about the successful meeting in X." The third attitude of mind often in the way of a scientific analysis of our society's value is the impatient attitude which takes refuge in calling the town and organization "impossible" and "conservative." Characterizing her society and board as impossible reveals the speaker's viewpoint rather than the situation,—like the secretary who said to me, "Well, you know you can't do a thing with Italians."

If you agree with me and undertake this case study of your society, what are the sources of information to be consulted? For historical background we must discover some old settler and people identified with

the organization of the society. These interviews with old residents contain revealing facts. One county had been settled entirely by people who simply moved across the river, while in neighboring counties were the pioneers from the east who had come hundreds of miles to settle in the wild lands of the middle west. The people in the first county were unimaginative and still occupied the land without much contact with the outside, while the other counties were filled with recent settlers. This explanation helped the new worker to understand the difference in the two sections and to make more intelligent plans for her work. Most public libraries boast a history of the local county which serves to supplement what may be heard more picturesquely by word of mouth.

Such an early history once shed new light on the background of a community. In the early beginnings of the city, two incidents bore testimony to the character of its leaders. The city was divided into hostile camps and, reaching no agreement, lost a big canal which would have meant increase in prosperity. A new town grew up nearby as a result of the canal. Later on, the question of securing a railroad came up but, because the citizens decided that the railroad could not afford to ignore their city, no effort was made to clinch the matter. A neighboring city became vigorous and secured the railroad. This same spirit of smugness and lack of effective action in civic matters can be seen even now.

All the essential facts about the society's existence, when we turn to that after getting the character of the background of the locality, are not recorded in the early minutes of the first board meetings. What steps preceded organization? Was the public dissatisfied with what volunteers were doing? What neighboring city had the most influence and could still be quoted? Who were the leaders in the beginning, and why are they no longer connected with the society, if still in the city? Have valuable friends been forgotten? Should they be won back? What were the ideals of the first organizers? In other words, what are

the traditions of the society and have they been lived up to? The records of the histories of societies all over the United States and Canada are in the files of the American Association for Organizing Family Social Work. These records of correspondence and field visits include hundreds of successful and unsuccessful attempts on the part of cities to organize a group that would stand for family case work. They contain most interesting case histories in the study of organization methods and may serve you when you wish to refer to them for your own history or the experience of other cities on your problems.

To this picture of the past we must add an impartial interpretation of the present. We will want to know how far the society has progressed in its understanding of the philosophy underlying family work by case methods and how far it has related its case work to the social needs in the entire community. Here we can turn to various public records for information. The State Department of Health needs to be consulted to find out how our city and county stand in the questions of public health which the state regulates. Have the people on the board turned for help to state health officials and those interested in the administration of state health regulations when their case problems involved health matters? In the literature published by the state departments, we find a valuable criterion for our local standing and needs. We can here measure the progressiveness in our community and society in relation to other counties with reference to county institutions—administration of mothers' pensions and poor relief and many other functions. *The Institution Quarterly*, issued by the Illinois Department of Public Welfare, for example, with its county write-ups, is an excellent source of information. This measuring process keeps us awake as to our failures and tends to raise the standards of social work throughout the state.

Consultations with organization advisers afford new approaches to our study. We find that field workers can give us valuable

comments on how well or poorly we sense our work as part of a whole and not as all-sufficient in itself. In our field of family social work we can ask for a visit from a field worker of the American Association to help us review impartially the position we occupy or should occupy, and advise us on future steps. We may see how far we meet the membership requirements for affiliation with the Association. Let me read them with each family worker applying them to her own agency.

- a. A paid executive on full time who shall have had professional training in a school for social work or with a family social work society of standing; but this provision of full time does not apply to cities with a population of less than 10,000.
- b. The keeping of records of service given to families including the information on which such service is based and a willingness to confer confidentially with others who are interested in the welfare of these families.
- c. Signing the Transportation Agreement which prohibits the passing on from one community to another of families or individuals without first making sure from inquiry in the community to which transportation is sought that such transportation will materially benefit the client.
- d. An agreement to obtain from local sources information which is asked by other members of the Association for the purpose of giving more effective treatment to clients.
- e. A board of directors elected by the society's own membership and open to all persons in the community.
- f. An income of which at least one half represents private funds (this may be waived for exceptional reasons only).
- g. A ten dollar membership fee payable annually to the American Association.

What shall be the newer ideas in requirements when we have fulfilled these?

Lastly, as a source of information, we consult by the group plan, as in national and state conferences, and also with particular helpfulness in inter-city or regional conferences among ourselves. As evidence of the value of such communing on our own particular tasks I can mention the spontaneous gratitude that was expressed after the central Illinois general secretaries' meeting held at Springfield, where, it is interesting to mention, we had the first discussion which has resulted in the experiment with the State Bar Association in the matter of legal aid service to be tried this year. (See *The Family* for April, 1922, p. 45.)

The case work as well as the organization side of a society needs analyzing. A visit

to a neighboring city where you know that the case work is good will be a profitable investment. We need to study our case work by our results, not just by our methods—about which so much has been said. It is possible in a small city to keep track of so-called closed cases, families no longer under active care of the society. An analysis after two or three years of silence from the family would in a good many cases give us food for thought as to our successes or failures in meeting that family's situation.

In every case problem we strike larger questions than the individual need in that one case. We not only touch upon the question of the National Transportation Agreement, but a poorly handled transient case affects the town to which the family wanders. The state suffers from our failures. And the profession of family social work is questioned. We stand not alone but closely associated with every other organization

for our work, a sort of brotherhood of social workers taking steps together, making progress only as we consider our close connection to one another.

To make us conscious as societies, workers, and boards, it would be a fine thing if a case record could be kept of our society's history and development—something that would keep for reference the background of each society, its hopes and failures, and the processes through which certain changes in its policy were evolved. Not what we now record in the minutes and annual reports, but the story behind the scenes. Think what a fund of information that would afford the new secretary taking hold, or the secretary wishing to plan for the future on the experience from the past! This consciousness of ourselves as active agents in making the history of societies brings obligations, but in this rôle we discover a deeper significance in our daily task.

BLAZING THE TRAIL

X— WAS the last link in a chain of scattered villages which stretched for sixteen miles beyond the office of our family social work society. Transportation facilities were poor, so X— enjoyed none of the advantages which usually accrue to communities so near to a metropolitan center. We knew that all we needed in order to establish ourselves there were one or two instances of good case work. But realizing that real growth comes only from within, and then always as the result of a need, we did not seek opportunities. If we could only wait quietly, we felt sure that a real need would arise to call us there. And one day it did come—in the guise of an inquiry concerning a family which had recently moved to X— and had long been known to our organization in its work in another village.

We made our necessary call on this family an occasion to see the town and to visit several individuals representing local organizations which had already aided the

family of our quest. They were rather curt, and said they would not only be glad to care for the family, but were quite able to handle all community problems themselves. It was obvious that the need had not yet arisen through which we might make our presence felt.

X— was one of the oldest towns in the county. Among the fifteen thousand souls which made up the population was a handful of old families steeped in a background of tradition; a goodly number of thrifty plodders, who by patient industry had lifted themselves above the mass; and a large foreign-born population. The thrifty plodders ran the community and formed the backbone of the local organizations. Their idea of service was doles; their unconscious ideal was to give their community a surface fitness without probing into causes underlying conditions. Standing alone, and causing more trouble than all the others, was a small group of native born, who because of much inbreeding had degenerated until they were

not only an irritant but a positive menace to the community.

It was through this group that our next chance came. The police asked us to assist the family of a man who had been arrested in another city for bigamy. The bigamist, a man of good family, had lived from his sixteenth year with a woman then over thirty, who had also lived with other men and was the mother of three illegitimate children. When his second child was born, the priest forced him to marry the woman, and now, at twenty-seven, he had deserted her and taken a second wife. The first wife was notorious in the community, and the local organizations, whose patience with the family was worn threadbare, were quite willing to turn the family over to us. They let us make plans while they gave financial assistance. With the man in jail the sole support of the household was a lad of sixteen. He was overtaxing his strength as a fireman on a tugboat, so we secured an easier, yet equally lucrative job for him. As the home atmosphere was evil, we found a fine young man, living in the next town, to act as friendly visitor to the boy.

Again we withdrew and waited.

Then came an out-of-town inquiry concerning the relatives of a man who had just died. The case brought us to a home in the foreign-born group with a very obvious problem. A feeble-minded boy eleven years old had never been sent to school. The railroad, which ran by the house, fascinated him, and his mother lived in constant fear that he would be killed. She had appealed to the school nurse for advice. The nurse said that he was utterly deficient and that the school could do nothing for him. This gave the worker a chance to visit the school and talk the situation over with the teacher. Here she learned that the other children were also kept out of school. Two little girls were very backward. A conference with the school nurse disclosed the fact that she considered the family above the ordinary, because she had always found the home very clean, though poorly furnished. She knew the children were undernourished, but as the

family income was \$24 a week she could not appeal to the existing organizations for assistance. She was, however, glad to help us make out a family budget. She told us that the feeble-minded boy had been examined, and that for more than a year she had been waiting for him to be admitted to the state institution for the feeble-minded. A letter to that institution brought a hopeful reply. We were also able to get the other children to the clinic for a physical examination.

A talk with the man's employer disclosed the fact that although he was earning \$24 a week there had been in the course of a year more than six weeks when, for legitimate reasons, he had been unable to work. Our budget showed that a family of ten could not live properly on his wages. With these facts in hand we had no difficulty in proving to a woman's club that three quarts of milk daily were needed in this home. Nor was it difficult to secure from another association cash assistance for glasses which had been prescribed by an oculist for these same children. Another letter regarding the feeble-minded boy brought the good news that he could be admitted to the institution immediately.

The nurse, who also had charge of the schools in nearby communities, continued to report families to us. This gave us standing, not only in X—, but in the small villages all along the line. We began slowly to make a favorable impression on the local organizations which had hitherto been dispensing relief in a haphazard way, and soon they were besieging us with questions as to how we would handle hypothetical problems. Gradually it began to dawn on them that they were not doing and were not equipped to do the work that was really necessary for effective service.

A local minister referred an interesting Austrian family to us. The inciting cause of his appeal was the aged father, who had run away from the almshouse where he had been placed at the request of the family. As he was mentally unbalanced the family feared his return. Our worker visited the house-

hold and found a mother supporting a family of six, only the youngest of whom was under working age. The mother's income, derived from days' work, was eked out by doles from different people in the community. Inability to cope with conditions had completely paralyzed this family who were used to a higher standard of living. Although they had been in America for years they were still "foreigners" and in wartime their marked German traits had thrown the young people out of employment.

The young son, a highly skilled mechanic, had forfeited one position after another because he was not an American citizen. He was readily placed in a German-American firm far enough from the water front to make him secure.

The runaway father was located and returned to the almshouse, although he did not remain there long. In our investigation we discovered a married daughter, long estranged from the family, who was quite willing to take the father when she understood the family's difficulties.

Another married daughter with a small child, who had had trouble with her husband, was located and induced to make her home with the family. She, too, was without employment, but as she was a skilled needlewoman we found her work in a ladies' shop where her exceptional ability commanded a good salary. This enabled the mother to fill her place inside the home and to look after the daughter's child.

A young daughter who displayed extraordinary talent in drawing was linked up with an art school. The family, now on a sound financial basis, was able to meet the expenses of tuition and transportation.

All this work made it necessary for us to visit X—once a week. Transportation was so poor that this would have been impossible had we not been fortunate enough to have the use of an automobile. Some members of the community began to understand that their method of handling families was destructive instead of constructive, since it left

the individuals still on the same dead level of existence. We now sought a way to use those people who had come to understand our aims.

Following the influenza epidemic, a widow with six children, well known in the community as an honest and able woman because she had washed and cleaned for many of its more prosperous citizens, appealed to them for help. They turned to us and we were able to secure some slight financial aid from relatives through the family society in a distant city. The community willingly raised an additional three hundred dollars, to be used for a weekly allowance. The balance necessary to insure adequate care for the family for one year could legitimately be taken from the general fund because we had already secured a few friends in the little town who had become yearly subscribers. One of the active workers in the community became very much interested in this family, and gave them intelligent supervision, at the same time keeping in close touch with our worker. She not only visited this particular family and showed them how to live within their budget, but urged those of her friends who could be of real use to concentrate their interest in some one family.

X—had had an independent, ingrowing point of view. Gradually they awoke to the wider possibilities of service. Their efforts had been sporadic and inconstant; they came to realize the value of persistent plugging. They had been considering the individual apart from his background; our effort to raise the status not only of the individual but of the whole family, was new to them. We drew from the community two board members, and hoped to organize a district committee which would maintain permanent interest in family work and bring about many necessary reforms. Chief among these were organized recreation, evening schools to foster Americanization, better housing conditions, and the establishment of a hospital and its attendant dispensary.

THE FAMILY

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DAVID H. HOLBROOK, *Editor*
 MARGARET E. RICH, *Managing Editor*
 RUTH M. GRAVES, *Circulation Manager*

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EDITORIAL

IN AN English cathedral—it is Durham, is it not?—one can still see far back in the nave under the rose window a black line stretching from wall to wall. Of this black line, almost effaced by the rubbing of thousands of feet, the sexton will, for a discreet shilling, or a minor canon will—if one is lucky enough to intercept him—for nothing, tell how women who wished to attend service in such and such a century had to stand behind the line while the menfolk clustered about the chancel steps or filled the choir stalls. Women in those days, though not entirely denied souls, had very little ones, and we must be decent and orderly in these matters.

A brief excursion into *Civilization in the United States: An Inquiry by Thirty Americans* has made us aware that the passion to draw black lines and put groups behind them is still with us. Things we have rather comfortably regarded as integral parts of America's adventurous expansion are here shoved as far back into darkness as possible while the authors up in the choir look resolutely over the heads of the inferior throng or turn a hostile back. Not all—for here is an occasional writer in a pleasant temper who casts a roguish and appreciative eye around him; who seems to find democracy and books and men and women and life

generally in these United States not altogether unattractive. It is as though approvingly he noticed far back in the nave a clean Sunday wimple or ermine trimmed cloak. American souls may be still imperfectly developed; we think of the cheerful lines,

And all the little souls
 Drop through the griddle holes.

But if American souls are as little as you say, good masters, why bother to damn them quite so much! Perhaps because we as social workers don't go in for categories extensively we are inclined to be optimistic in spite of *Civilization in the United States*. Even though properly aligned and grouped, who knows but some of us may wriggle away and creep up into a choir stall beside even Mr. Van Wyck Brooks himself—or worse still turn up, shall we say, unaccountably in the pulpit!

OLDER social workers looking back on the somewhat insulated intellectual processes of their academic education will find the words of a Bryn Mawr junior, taking a two-hour course in Applied Sociology, refreshing:

"The book which I think the most worth reading of all is Richmond's *Social Diagnosis* which was to me terribly interesting because of its lack of sentimentality and its accurate and clear explanation of social case work methods. . . . I have always thought of social work as a last though not unpleasant resort, open to anyone who would consent to go into it, and requiring no special training or intellect. I now see it as an exciting and difficult profession which should be made a field for intelligent and virile men and women, rather than the time occupy-er of the matrimonially ineligible."

We like the unnamed college junior who reads so well and then, looking up, sees so well the world of men and women beyond Pembroke Arch. No doubt there are still those who regard—we will not say "think of"—social work as a sort of emasculate, cosmic fellowship undertaken to compensate

the yearnings of heart of the matrimonially ineligible; but not so our student of Applied Sociology II. "Any honest sharing of reality"—to borrow Miss Richmond's trenchant phrase—does so finely irradiate for us all anew our common task.

DIPPING INTO THE FAMILY POCKET

WITHIN a period of a very few weeks a large family agency has had the following experiences:

A privately supported hospital intimated that it would like to have the family agency pay for blood tests which the hospital might have to make upon the agency's clients.

A church emergency shelter for homeless women and children wrote rather reproachfully that they had been forced to add a charge of fifty cents per night—"co-operating agencies which receive money to dispense for the care of dependents should share wherever possible with us the expense for the care of their own cases."

In the same city a few years previously a committee which supplied scholarships to children under working age refused to grant these scholarships to children in families under the care of a family agency, holding that it was the latter's business to raise the money for its own scholarships.

These instances, and many like them, are developing a new phase of the old situation in which we are regarded as relief agencies and into which we are forced as far as co-operating agencies can manage it. Not only do our fellow social agencies continue to try to induce us to accept their clients for relief only, while they do the "constructive work," but they are also showing increasing reluctance to extend to our clients services which, as specialized agencies, they hold themselves out as offering to those in need, unless we are willing to pay for those co-operative services on behalf of our clients.

This attitude seems to be based on a theory that we have a generalized function of securing funds from the public for the benefit of needy families; that we are in

effect a species of community chest for raising relief. In fact, the absurdity of this point of view could best be demonstrated by pointing out that in a chest city where all the money for social work is raised in one lump, this suggestion of one agency paying for another agency's services would never be made. Although in the non-chest city we raise our budgets separately, is it any the less true that it all comes from one fund, the amount of which is determined by the willingness and the ability to contribute of the charitably disposed of that community? If we fall into the habit of passing this money around between ourselves and, so to speak, putting it from one pocket into the other, we may easily confuse the minds of the donors and get ourselves as a group into the position of the celebrated inhabitants of the Scilly Islands, quoted by Miss Richmond, who made a precarious living by taking in each other's washing!

A certain family society was once "held up" by a private hospital for a large fee, about \$70, for a blood transfusion which was necessary in order to save the life of a patient admitted at the society's instance with gastric ulcer. In reply the family society told the hospital that it would undertake to raise the money by emergency appeal in the newspapers, provided the hospital were willing to have the entire facts stated, including its name. This the hospital refused to do and the transfusion operation was performed without charge to the family agency.

It seems to me that the attitude of this family agency was entirely justified. A family society which raises its relief funds case by case from the general public must be at all times free to give the reason for this being necessary. If it is made necessary by the refusal of other privately supported agencies to perform the tasks for our clients, for the performance of which they receive public support, then the giving public has a right to be informed.

There are, of course, occasions on which a family agency may prefer to have its client pay for co-operative services and may

furnish the funds for this purpose. I refer to such instances as the furnishing of clients with money to pay their dispensary fee of ten cents, a practice followed by many of the more progressive family agencies. This is, however, a measure taken to conserve the self-respect of the client and to obviate his having to receive special and sometimes conspicuous treatment in the clinic waiting rooms.

THE NATIONAL CONFERENCE OF SOCIAL WORK

FOR the first time in twelve years and for the fifth time in the forty-nine years of its existence, the National Conference of Social Work goes to New England this year. From June 22nd to 29th, Providence, R. I., and Brown University will entertain the Conference, and some of the meetings, we hear, are to be held in the open air on the campus, with amplifiers so that everyone may hear.

The program for this year's meetings shows an insistent desire to get down to fundamentals in the varied fields of social work, a searching and a questioning which will throw light on possible future needs.

Take, for instance, the titles chosen for the seven evening sessions: The Changing Fundamentals of Social Work; The Family as a Factor in Social Evolution; Neglected Fundamentals in Children's Work, (a) What fundamentals are being neglected? (b) The superficial character of child-caring work as a whole; The Law Breaker and Needed Improvements in His Treatment; Underlying Concepts in the World Movement for Health; The Future of a Community in an Industrial Civilization, (a) The place of the local community in organized society, (b) The effect of modern industry on community life; The Functions of Public and Private Agencies in the Social Work of the Future; Racial Diversities and Social Development.

The subjects for discussion suggested by the tentative program of the Family Division fit in well with the general theme of the Conference as a whole. The Significance of the Rise in Relief-Giving during the Past Five Years, (a) Its relation to the conception of adequacy and to increased cost, (b) Its relation to changing standards of case work, will give an opportunity for an interpretation of the increase in relief based on the actual experiences of family social work societies. The Relationship between Children and Family Case Working Agencies will, it is hoped, clarify some questions which have been much in the minds of case workers the country over. A joint session with the American Association of Training Schools for Professional Social Work on the Minimum Standards of Training for Family Case Work, a discussion of the Individualization of the Different Members of the Family, and a joint meeting with the Home Service of the Red Cross and the American Association for Organizing Family Social Work on the Development of Family Social Work in Rural Communities, all suggest topics which are of vital interest to family social workers.

We do not mean to imply that family workers will confine themselves to the meetings of the Family Division! The other sections and the meetings of the kindred groups, which will be held before June 22 and in the afternoons of the week of the Conference, will hold their own in the competition for attendance.

The Headquarters of the Conference will be at the Hotel Biltmore. Mr. Arthur L. Aldred, "Gladding's," Providence, R. I., is Chairman of the Committee on Hotels and Registration, and all correspondence about hotel reservations should be addressed to him. The permanent address of the National Conference of Social Work is 25 East Ninth Street, Cincinnati, Ohio, and anyone not on their mailing list would do well to write for an advance program.



ANNUAL MEETING OF THE AMERICAN ASSOCIATION FOR ORGANIZING FAMILY SOCIAL WORK

MISS Mildred P. Carpenter (chairman), Miss Clara J. McComb, and Mr. Edwin G. Eklund, this year's program committee of the American Association for Organizing Family Social Work, are willing to disclose their plans for the annual meetings at Providence—although they are keeping some surprises in reserve for the printed program.

The first general session will be held on Wednesday evening, June 21, a day ahead of the opening meeting of the National Conference. The annual business meeting is called for Thursday morning (June 22) and the first of the four group meetings will be on Thursday afternoon. Those who through pressure of work feel that they must shorten their stay at Providence will find a distinct advantage in this arrangement, as the Association will hold no meetings on the last afternoon (June 29) of the Conference.

The subjects for the general session and for the four group meetings have been chosen with an eye to the concrete problems of family social workers. The problems of inter-relationship of the different fields of case work will be discussed, notably at a

joint meeting with the medical social workers; the ever-present question of unemployment, the possibilities of publicity, and the relations of societies to the national Association will have a place on the program.

The American Association has made reservations for headquarters at the Hotel Biltmore, which is also the headquarters of the National Conference.

AN AMENDMENT TO THE CONSTITUTION

THE American Association for Organizing Family Social Work wishes to bring to the attention of its members a proposed amendment to the Constitution. The Administrative Committee has authorized the Membership Committee to draft an amendment, to be presented at the annual meeting at Providence, which shall cover membership requirements and provide for the transfer of a society from active to associate membership whenever its standards fall below those required for the admission of a society to active membership in the Association.

FOUR DINNERS=A MENTAL HEALTH CLINIC

MINNIE V. TAYLOR

General Secretary, Williamsport (Pa.) Social Service Bureau

OURS is a small city where there are the usual community problems and dearth of resources for the social worker. The family society must either create or see that some one else creates many of the means whereby its clients can receive the help they need.

At the annual meeting of the Social Service Bureau in May, 1920, which as usual began with a dinner, the special subject was the feeble-minded in the community. The address of the evening was on mental clinics. Case stories illustrated the need of an expert's diagnosis as well as treatment. The meeting was long, the subject new and

uninteresting to many, who became much bored, but that evening the idea of a mental clinic in Williamsport was born.

Again and again at board meetings of the Social Service Bureau committees were appointed to aid in the growth of the idea. Finally the County Health Center committee was urged to take up the work. They in turn appointed a committee which arranged for dinner number two. To this dinner they invited two representatives from the various institutions and agencies in the city. Dr. J. Allen Jackson, the superintendent of the nearest state hospital for the insane, was the speaker of the

evening. About thirty people were present. There was much enthusiasm this time and a representative committee of eighteen was appointed to make definite plans for a local clinic. This committee met once. It was agreed that a psychiatric social worker was a necessity, but the question was—who would pay her? A sub-committee interviewed two agencies, one public and one private, to see if they could not work out a combination plan of support. One, however, had no money; one said the item would be included in their next budget.

The mental clinic committee apparently died when it received this report. Several attempts to resuscitate it never succeeded even in bringing a quorum to its meetings. In the meantime, however, something was happening. Two of the physicians from the state hospital addressed the County Medical Association; the City Teachers' Institute program for two years included a mental clinic demonstration—a psychiatrist testing children in the presence of teachers and nurses. The community was becoming educated.

Another annual meeting time of the Social Service Bureau arrived, and dinner number three was in order. This time the subject was children's work. In giving children's stories to illustrate her report, the general secretary had no thought of special emphasis on the mental side of the problems, but at the close of the meeting a man said to her: "What you need is a fund whereby you can obtain expert advice on these mental cripples. I will give twenty-five dollars."

Then began a correspondence with the superintendent of the state hospital. He readily agreed to send a specialist for one day of home visits. Evidently what the doctor saw that day touched his sympathy, for very soon the hospital superintendent wrote saying that if they could use the office of the Social Service Bureau to interview their furloughed patients, he would examine

the Bureau's clients on the same day. In this way the clinic actually began. At first there was no thought of opening it to the public, but the light could not be covered, and in a short time others began to apply for examinations. About this time a local woman returned from an army nurses' training course where she had had special psychiatric training. She gave her service on clinic days and the work grew rapidly.

Then came a halt. The nurse took a salaried position and it seemed impossible to go on without her. Moreover, the work of the Social Service Bureau increased daily; the secretary felt swamped with her many duties. Relief was sought by means of dinner number four. This time only the members of the Social Service board and a few specially interested outsiders were present. The clinic doctor gave a most inspiring paper on the need of early discovery of mental diseases and an intensely interesting report of actual discoveries in local cases. He urged the Bureau to raise money to pay an additional worker and continue the clinic. The audience seemed favorably impressed with the suggestion, but suddenly a member of the County Health Center committee stated that they already had the money for the nurse and, with the consent of the Social Service Bureau, would take over the clinic.

This plan has worked. The nurse who formerly volunteered her service has accepted the position of paid worker of the Health Center. The records of the clinic have been moved to its new home, which is much better equipped for its needs than the office of the Social Service Bureau ever could have been.

After all, it was not so hard—just working with a dozen (more or less) committees aside from one's regular job, four good dinners including speeches—and a mental health clinic was opened to patients from any part of the county!



THE UNDERGRADUATE IN SOCIAL RESEARCH

MILDRED D. MUDGETT

Supervisor of Field Work, University of Minnesota Training Course for Social and Civic Work

THE teaching of case work to undergraduates, as evolved in the last ten years, represents a milestone in social work. One of the most interesting phases of this development is the use of students in social research. The need for some such form of field work may have arisen from the failure of the original method of training to prove satisfying or stimulating for any length of time either to undergraduates or to volunteers. Social research gives the student variety; it correlates the new facts with a main thesis and, even more important, creates the feeling of ownership. The undergraduate is given a list of subjects from which he may choose the one in which he is most interested. He may develop his thesis independently because research is not so exigent as case work in its demands for the uninterrupted attention of the worker. If the student can also feel that his research is much needed and that there is no one else to do it, his interest is guaranteed. A more detailed description of subjects used at the University of Minnesota for research studies will show how this method affords training in case work.

The most comprehensive study made by the students concerned dependent children who had been in orphanages for several years. The students started with the meagre facts found in the institutional records and from these vague clues secured the histories of one hundred and twenty-five families where one or more children had been dependent for more than a year. None of the seven institutions in which these children were placed had as yet recognized any need for case work in planning for the future of the children, so the information secured by the students was a constructive bit of case work.

Aside from actual experience in making investigations, this type of training taught the student how to organize her work efficiently in relation to the case load. One

student was given fifteen cases from one institution and asked to plan the investigations so as to secure the information as completely and quickly as possible. Then she was asked to make a report to a small seminar group, pointing out the chief problems of this particular institution in planning for the children studied.

It is too early to state how far research of this type may develop opportunities for training in treatment. Up to the present it has afforded merely drill in the processes of investigation and diagnosis. In most cases it has been the application of case principles in a different field from family work and has therefore had an element of newness for the student.

Another study in the field of dependent children was of twenty families in which the mother had previously received a mother's pension or county allowance but was no longer receiving assistance. Special attention was given to the children of working age, noting their health, employment records and attitude toward other members of the family. The student made an excellent start on the study but was unable in two quarters of field work to follow up a sufficient number of families to justify definite conclusions. This experience emphasized the point that research studies must be planned at least a year in advance and that the students who are to work on them should be those who have elected field work courses for the entire year.

Two studies in the field of unmarried mothers dealt with the age and employment factors and with the economic and social handicaps which an unmarried mother must overcome if she keeps her baby with her. The first produced a wealth of material which is now being compiled; the second made a good start on an extremely important subject but more work needs to be done before conclusions can be put in final form.

In all these studies, the students did satis-

factory work in collecting material but failed completely on interpretation. Almost none of them saw the social significance of the information they had gathered until it was discussed with them. A partial explanation may be found in the fact that the compiling of their work came at the end of the quarter which coincides with the period of final examinations and papers. Most of them were seniors and the social festivities of commencement probably did not help their powers of concentration. With due allowance for all these distractions, there may be a question whether the average undergraduate is mature enough to see a study through without an excessive amount of supervision in compiling the results of his research.

This fact does not discourage students from wanting to participate in research problems (if the increased registration for advanced work this year is any index). The studies which are now being made at the University of Minnesota concern the marriage of unmarried mothers, the social and court history of divorced families, a eugenic study of certain children with three generations of social mal-adjustment behind them, methods of treatment in dealing with dependent colored families, certain indices of unemployment and the relation of medical and social factors in dependent families. These subjects were chosen after consultation had revealed the fact that the information was wanted by the social agencies but that they did not have adequate staff for this additional work.

The need for more information about the marriages of unmarried mothers was brought to the attention of the sociology department through the study made last year of age and employment factors in the problem of unmarried mothers. One hundred and fifty-three girls out of nine hundred and eleven married either the father of the child or some other man. It will be interesting to know how many of these marriages have any stable foundation in affection, how many were the result of persuasion of family and friends, and how many were merely pre-

cipitated by the power of the state to establish paternity and compel support. Thirteen of the girls who married were under eighteen years of age and sixty-one or nearly half were from the small towns and rural districts. It is possible that the old idea of legitimatizing the child may have been an important factor in the treatment of this group.

A study of the social and court history of divorced families is especially pertinent in Minnesota now because of the agitation for the establishment of a family court.

At least 30 per cent of the divorces in Minneapolis each year can be readily identified in the Confidential Exchange as already known to social agencies and in the majority of the fifty families studied so far, there are also records in three different courts.

A eugenic study which has been in the process of making by the Associated Charities over a period of several years suggested the need for more intensive work with the children of the present generation to determine what opportunities the present environment affords them for overcoming the handicaps of their social inheritance.

The increased negro migration from the south, particularly in the fall when the negroes are least prepared to withstand a northern climate, has forced the question whether different methods are required for dealing with dependent colored than with dependent white families.

The course in medical social service at the University has raised the question as to the local resources for solving medical problems when complicated by social mal-adjustments.

The field of unemployment offers endless opportunities for research and some of these may be simplified to the point where the student can collect the data.

There is a danger that the student will weary of reading records if kept at it continuously but in any study of this sort there is always need for additional information and the student may usually be allowed to secure it.

As may be imagined from the subjects of these studies, some of them have been made

in family welfare agencies and some in other agencies. Research of this type in family welfare societies seems to be more popular with students than assignments from the current work of the regular visitors. This is probably because the demands of family case work make it impossible even for an advanced student to carry the entire responsibility for a problem, a difficulty which is not inherent in the work of some other agencies where the students were placed. For example, in the visiting nurse association, where the technical work must be done by a nurse, the student's assignment is supplementary and the student can finish it practically at his leisure.

It must not be supposed that this research work is open to any except advanced students. Moreover, the prerequisites are not necessarily a certain number of hours of work or university credits but the degree of proficiency attained in mastering the fundamental principles of case work. Probably two quarters of field work with six hours each week spent in training represent the minimum time in which this can be done, but some students develop too slowly or are too immature to carry such responsibility before they enter the graduate school.

Social research of this type represents one of the advanced steps in a well-organized plan of training—a technique of field work which is developing slowly upon a sure foundation. One of the most important problems for supervisors is to be sure that the student sees the relationship of specific tasks to the whole plan and to her future proficiency as a case worker.

The student must also see that the sure foundation on which field work is being developed is the scientific method. Most undergraduates have had at least one course in some form of science before they reach the specialized courses in applied sociology. They have learned or should have learned that there are three parts to any scientific problem: the collection of the data, the analysis of the data, and the solution of the problem. With this background of scientific training they should easily understand that

case work conforms to the scientific formula and that any problem of a dependent, delinquent or defective individual or family involves the same processes with the slightly different terminology of "sources of information," "diagnosis," and "treatment."

During the first quarter or semester of field work, when at least six hours each week are devoted to the training, the student should have experience in securing information from each of the possible sources, i. e., physicians, schools, employers, relatives, documentary and neighborhood sources. If necessary, each of these assignments may concern a different family or individual, as long as the student realizes that she is preparing herself for the job of holding a first interview and following an investigation through by herself. If she fails to see this connection she is likely to make the old complaint that she is "only being sent on errands."

The ideal way for teaching the method of collecting information is to have an experienced worker take a good first interview and then have the student carry through the investigation to the point of formulating a tentative plan, but this procedure is not feasible for two reasons: (1) because the student usually cannot devote enough consecutive time to the work to do this immediately, and delay means hardship for the family; and (2) because an office which has several students is unlikely to have a sufficient number of new applications except in a period of depression.

It is really more important that the student should complete an investigation by herself when she reaches the stage of development where she is prepared to take a first interview, which for the average student is during the second quarter or semester. She will learn the value of clues more quickly by trying to investigate her own first interview than in any other way.

The previous discussion has presupposed that the student is doing her field work with a family welfare agency. She should be impressed, however, with the fact that case work principles are applicable in many

fields of social work and that the main reason for starting with a family agency is because no one phase of social mal-adjustment is over-emphasized in family case work.

After one year of field work with families, the average student may be allowed to specialize in other fields if she can have efficient supervision. An objection may be raised that if students are allowed to specialize thus prematurely they will fail to return to the family agencies for the apprenticeship which is necessary if one is to become skilled in dealing with human beings. One answer is that it is the superficial student who fails to see the need for further drill and that she is not likely to last very long in any form of social work. The super-average student is usually convinced even by a slight contact with specialized fields that she is not ready to enter any one of them permanently until she is better equipped. In this way she is quite likely to find the kind of social work in which she is most interested, but she does so without actually trying out several jobs and failing in them. Instead of the discouragement which comes from failure she is enabled to go at the rest of her training with renewed vigor because she has a definite objective.

During the first year of training with the family agency several experiments have been made of which one is to lengthen the period of office training before the student is allowed to do any visiting. This has to be combined with the round table method of group discussion and means that the secretary must have a great deal of free time for the exclusive use of students. One suggestion for such discussion which has been tried in Minneapolis is to give the students the initial facts contained in a particular application and ask them to construct an imaginary first interview. They are asked to criticize each other's work and then they read and comment on the actual first interview.

The average student becomes restless for visiting at the end of three or four such assignments. Perhaps this is because most young persons of twenty or twenty-one

are thirsting for excitement although they may be unconscious of the fact. They want action, especially if their other university courses require prolonged library or laboratory work. A certain amount of the restlessness may be due to enthusiasm and as such needs to be conserved. An undergraduate's enthusiasm is very much like a match which, if not guarded, may start a conflagration; if directed, may become a permanent source of light and warmth—or which may go out! The student's interest can be maintained without allowing her to imagine that field work consists of sight-seeing tours for inspecting social derelicts or, as one student supposed, that it merely means driving her car for the benefit of some agency.

Perhaps the safest sources of information for an inexperienced worker are other social agencies, especially those whose co-operation is strong enough to endure any mistakes which the student may make. Even here care must be used in sending immature students to court agencies. Documentary sources are good experience for beginners.

When it comes to making home visits the student should not only have the opportunity of reading the record before she visits but if possible she should have a conference with her supervisor when she returns so that there may be no doubt in her mind as to the relation of her assignment to the entire plan.

There is need of more devices for making a student think her case problems through. One such scheme is to have the student make out a monthly report in which she has to state regarding each case record she has read: (1) the problem or problems involved; (2) her assignment, and (3) what she would do next if she were entirely responsible for the client. The degree of success with which she does this during her first two quarters of work is a fair indication of her adaptability for case work.

The use of research studies for advanced field work acts as an incentive for the beginning students, since only the most successful students are permitted to choose this type of field work.

The primary interest in research is of course to do something which needs to be done and which no one else is doing, but the secondary reason is of no less importance—to stimulate the interest of the best students in social work. The function of the university is not merely to train social workers, but to raise the level of intelligence of the general public on social questions. The more students to whom we can give even one or two quarters of field work, the more

intelligent people we shall have in the next generation as directors of social agencies. One explanation which has been given of the successful work in Boston today is that many years ago the Associated Charities trained a group of young volunteers who are now filling responsible positions in directing social work. If the colleges and universities can profit by this example and train more young people for volunteer positions they will be accomplishing something worth while.

BOOK REVIEWS

WHAT IS SOCIAL CASE WORK? Mary E. Richmond. Russell Sage Foundation, New York, 1922. 260 pp.

This is an astonishing book. One reads it easily, admiring its literary style, yet finding in it an intellectual revelation. For as no other which we have read, it synthesizes modern tendencies not only in social case work but in the broad professional field itself; meets a philosophic need which social workers everywhere are vaguely feeling; and points to the road of the future. Over such Alps lies Italy!

Seldom have two more different books come from the pen of the same author than these two of Miss Richmond's. "Social Diagnosis" was a technical reference book answering the "how?" "What is Social Case Work?" is an exposition and an analysis, answering the "why?" Many who read the latter will never and need never read the former, but to "Social Diagnosis," "What is Social Case Work?" must, we think, be a necessary and inevitable complement. For it constitutes nothing less than a confession from Miss Richmond herself that technical proficiency alone may not only be superficial but dangerous if it has not a solid grounding in social science; that the practitioner without a professional and social philosophy may be unworthy of the name.

Two purposes are served by the manner of treatment, each of which meets an urgent need. The popular prejudice against social case work as a mere relief technique is combated in a surprisingly subtle fashion; and the connecting link between practical social case work and the more abstract social sciences is forged. To have contributed to two such diverse ends as the book without question does is in itself a noteworthy achievement, although the severe critic may feel that the handling of each has been in a measure handicapped by the nature of the other. To have done each separately might have been better but to have gone so far in the accomplishment of both in a single volume deserves a tribute in itself.

For the former, the content and approach of the first three chapters are admirable, often indeed inspired. The opening paragraph, for example, begins,

There was real teaching in the world long before there was a science or art of teaching; there was social case work long before social workers began, not so many years ago, to formulate a few of its principles and methods. Almost as soon as human beings discovered that their relation to one another had ceased to be primitive and simple, they must have found among their fellows a few who had a special gift for smoothing out the tangles in such relations; they must have sought, however informally, the aid of these "straighteners," as Samuel Butler calls them.

Immediately we are plunged, as an illustration of this fact, into a detailed description of Miss Sullivan's devoted work with Helen Keller and a comparison of this with the earlier treatment of Laura Bridgman in the Perkins Institution for the Blind. Thus is summoned for social case work that whole pressure of remarkable public interest and sympathy which Miss Keller's achievement has created. The following two chapters in which the outlines of six case histories are sketched as "Social Case Work in Being" follows through and consolidates that advantage. It is "human interest" material to make happy even the most ardent of journalists.

From here on we mark the accomplishment of the second achievement. In "Social Case Work Defined," "Human Interdependence," "Individual Differences," "The Basis of Purposeful Action," we have four chapters so full of fundamental import that we may indeed wonder whether the lay reader whose literary interest has been aroused in the first pages will survive the shock of this intellectual shower, and whether the seriously interested social worker will not wish that less space had been given to case histories and more to this real analysis and exposition. It is in these chapters that Miss Richmond distinguishes between "individuality" and "personality," lays the basis for a sound answer to her title query in the biologists' claims for heredity and the sociologists' for environment, takes such pages from the psychologists and eugenists as they have to give us, draws vividly the picture of our intricate social relations and their influence on the stream of developing personality, and clearly takes her stand that there is no substitute for individual initiative and responsibility. It is the development of a science and a philosophy in

terms such as these that the future holds out to social case work.

What then is social case work? We have Miss Richmond's answer concentrated in a four line definition: "Social case work consists of those processes which develop personality through adjustments consciously effected, individual by individual, between men and their social environment." Her claim for the trained skill of the social case worker is summarized with equal brevity as being the *ability to combine* (a) insight into individuality and personal characteristics, (b) insight into resources and environment, (c) direct action of mind on mind, and (d) indirect action through the social environment, in such a fashion as better to enable the individual to make those adjustments and develop his personality.

But in other passages, and indeed from the book as a whole, we get a somewhat different answer. We feel that however much skill may be called for in *combining* these acts, social case work yet has a field distinctively and peculiarly its own. We note such passages as these: "Social case work has in addition to its supplementary value in these other tasks a field all its own. That field is the development of personality through the conscious and comprehensive adjustment of social relations. The distinctive approach of the case worker is back to the individual by way of his social environment, and wherever adjustment must be effected in this manner, individual by individual, instead of in the mass, there some form of social case work is and will continue to be needed." And again we find that "the question of whether Maria Bielowski's repellent aspect and her thieving were due to causes that were innate and individual or to unfavorable environment came to the fore immediately. . . . The answer was arrived at . . . with the aid of medical and mental experts; but part of the basis of decision in regard to what to do with Maria was a kind of knowledge which at present the social case worker is far better equipped to gather rapidly and accurately than the practitioner in any other profession." Equally we see this in the distinction between the psychiatrist and the case worker: "Beginning near the center of a problem of diseased personality, the psychiatrist bores in and in, while the social worker's sphere of action radiates outward along all the lines of a client's social relations. Where a maladjustment proves to be predominantly individual and mental, one form of skill is needed; where it is predominantly environmental and social the other."

It is in this ability to gain an intimate understanding of environmental factors, to appreciate the molding effect of home surroundings, neighborhood conditions, community life, to analyze personality in terms of life experiences carefully discovered, in the ability to utilize environmental resources in such a manner as slowly to guide the individual toward a better realization of himself, that the distinctive claim to professional status lies. Information about the individual *per se* there must be from the doctor, the psychologist, the psychia-

trist. Direct action of mind upon mind must play a part, but the case worker is a specialist in "environments." Not environment in the mass sense of the social reformer, whose task is to change conditions and rebuild institutions, but in a new and individualistic sense, looking at the environment through the eyes of the individual, seeing the effect which it has had upon him, visualizing and capitalizing the influence which it may be made to have upon him. For the case worker the environment consists of the circle of contacts of that particular and isolated bit of humanity with whom he is working. That circle is his province, and within it he gives to nature's forces such direction as organized human intelligence is capable of. Could anything be more simple yet more intricate, more scientifically sound than this?

So interpreted, social case work finds itself squarely in the lap of the applied sciences. It points to the need for contribution from biology, psychology, economics, sociology—all of our social sciences. Equally it shows that their generalizations must profit by the intimate facts and understanding which are part of the case worker's daily task. It is a task challenging the highest professional ability.

J. B. BUELL

Organization Secretary,

American Association of Social Workers

MAGAZINE NOTES

The Atlantic Monthly

In the April Atlantic Monthly an article called "Accepting the Universe" will very likely be of interest to women social workers as well as to professional women in general. In it the author very successfully demonstrates the old theory of the irresistible force and the immovable object; and brings her case to an equilibrium in the end with nothing solved.

Mr. Rowntree's "Human Side of Business Administration" is a re-statement of his kindly and liberal attitude toward labor questions. The points made in this article are not new to those who have followed Mr. Rowntree's written and spoken statements to date. In the third section occurs the following paragraph, the accuracy of which social workers have a right to question: "The minimum wage of a woman should enable her to live in comfort, providing for herself alone."

From experience with clients, as well as observation of their friends, and in many instances from their own personal experience, social workers know that few women who are pursuing their occupations over a period of years are so fortunate as to be responsible for their own support alone. The majority of working women (not including in this statement young girls who work for a few years prior to marriage) either contribute to the support of, or entirely support one or more members of their family beside.

Edward Bok's autobiographical note, entitled "Now that I have 'Played' for Two Years," is an inspiring document which might well be placed in the hands of directors or hoped-for directors.

J. C. C.

The Living Age

March 4. "Modern Democracies," the new Bryce book, should be well thumbed by social workers. Then read the article in this number on "Viscount Bryce, Scholar and Diplomat," by T. P. O'Connor, M. P. He contrasts interestingly Bryce's place and power in England and in the United States. "He was at once one of the most assiduous, conscientious, hard-working, and instructed public men that England has ever produced, and one who exercised least influence on men and on debate." In contrast were the events following his appointment as ambassador, which proved a successful enterprise. "But there was one quality he possessed which above all made a direct appeal to the American public. There is no nation in the world that has so inexhaustible an appetite for listening to speeches from which they hope to get instruction. It is a nation of people that in a sense never ceases to go to school. Its speechmaking accordingly has a seriousness—sometimes one might even venture to call it a portentousness—which is unknown to us, except in the hall of the college or the university. Of that kind of speaking Bryce was a greater master than any man of his time." The number also contains entertaining excerpts from Adcock's "Exit Homo." Although the setting is in England, "the gladdening clickety-click of his critical couplets" strikes a responsive chord out of our experience.

"The critic reared at Oxford thirsts to damn
The author who was raised beside the Cam;
And he of Cambridge tends to bark and bite
At any books that Oxford authors write;
And both incline to snub, when all is said,
Authors who were in outer darkness bred."

"Among his victims are those strange mortals, the psycho-analytical novelists, who

"—must adopt, so runs their fond conviction,
The practise of the clinic ward to fiction,
And, to restrict their skill to either loath,
Blend art with science, and are quacks in both."

March 18. The outstanding article quoted is Harold Regbie's. It is a memory of Sir Ernest Shackleton, "Old Cautious." Buy this copy with your last fifteen cents. Read for yourself what poets made him strong; what beliefs were deepened because of his explorations; what human comradeships may be; "all were brave, but that one takes for granted; courage is the prerogative of man. I studied these men pretty closely, like a mother, you may say; and I noticed one or two interesting things. In the face of danger all were equal. But anxiety! The long strain! There the better educated man stood the test better. His horizon is wider. I don't think he is quite so quickly good in a moment of sudden crisis; but in the rough and tumble of danger the action of all was the same, although the mental feelings, of course, would be quite different. The great thing this long expedition did for me personally was to increase my faith in the power of a man to endure anything and the power of loyalty to solve all the difficulties of existence." There are also some quotations from his diary written six hours before his unexpected death.

The last entry is like a last tribute to nature: "In the darkening twilight I saw a lone star hover gem-like above the bay." Two English poems are then quoted. They were written to celebrate his death and both have woven this phrase of beauty in.

March 25. More case work methods of treatment are suggested by the article on Sir Arthur Pearson, Apostle to the Blind, quoted from the February *Corn-Hill Magazine*. This same month saw the publication of "What Is Social Case Work?" by Miss Richmond and in which she quotes from him. Especially striking is the technique of a letter written to a man needing the training of St. Dunstons. Then the technique of the first interview, once the man came. Then the way they were taught to live in and of the world again. Then it ends with a vivid description of the fearless, positive life, a heartening portrayal of case work methods of treatment and results. M. P. W.

The American Journal of Sociology,
March 1922

Rev. Frederic Siedenburg writes of the "Religious Value of Social Work," bringing together the two main opponents: first, "the religious mind that fails to see religion in social work because there is not always the direct contact of him who gives and him who receives," and second, the materialist who thinks of religion as adhesion to wornout creeds, and social work the highest ideal of life. The truth, Father Siedenburg writes, seems to lie half way between. "Social work is not necessarily religious nor necessarily mundane; it may have a religious value and has such precisely in as far as it is inspired by religious motives and helps to fulfil the designs of God by bringing normal living into the lives of mortal men."

Religion is the working out of the divine economy between fellow creatures recognizing dependence upon the Creator; this working out so that each may have "a human minimum of frugal comfort," as Pope Leo XIII said. Supplementing when the minimum is rendered impossible because of laws of justice and fixed natural forces is the function of charity. This aim at normal life is the field of social work and here is its union with religion.

He traces the church's efforts at systematic charity from the earliest days of the communism of the apostles, through the establishment of monastic orders, and in the middle ages to the guilds, partly religious and partly social, where loan banks, day nurseries, legal bureaus and homes for the aged were fostered.

He mentions the state taking over many of the social work activities of the church since the 18th century because the poverty then existing came largely from the industrial revolution and political conditions over which the church had no control (although he does not state that the church restricts itself to conditions where it might control). Even in public service the inspiration of religion still guides because of the very impersonal character of the state.